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AGENCY IT SUPPORT SUPPLEMENTAL

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Product Owner: Department of Financial Institutions
Product Manager: Bruce Stewart
    Phone: 801-538-8856
    E-mail: bstewart@utah.gov

The Department of Financial Institutions (DFI) is currently receiving various miscellaneous IT support and services that are either unique to the agency or are not covered adequately by any other enterprise / agency product or service. This agency IT support supplemental product is to address those specific IT products and services and clarifies DTS's service responsibilities to DFI. These product services are administered by the DFI IT Director in the capacity of facilitator and onsite first line support with backup support from the DTS Campus A support group.

The hours of support required for Agency IT Support Supplemental are listed below.

Application	Support Hours	Days of Week
Agency IT Support Supplemental	8:00am - 5:00pm	Monday - Friday

Product Features and Descriptions

Feature	Description
Server Administration Supplemental Support	Provide basic file server administration services including initial problem diagnostics, performance monitoring, and supplemental off-site disaster recovery encrypted file backup. Manage and review file access security and users rights.
Network Administration Supplemental Support	Provide basic network administration services including initial problem diagnostics, performance monitoring, and local network connectivity assessment. Manage simple network switch settings.
Network Printer Support	Purchase, administer, and maintain network attached printers in accordance with DFI business needs and requirements.
UPS Support	Purchase, administer, and maintain uninterruptible power supply (UPS) devices and related software used by DFI.
Scanner Support	Purchase, administer, and maintain DFI office scanners and other related software.

Field Examiner Peripheral Device Support	Purchase, administer, and maintain peripheral devices used by the examiners in the field. Peripheral devices includes flash drives, wireless routers, broadband access devices, shared printers, scanners, etc.
Field Examiner Workgroup Networking	Provide assistance and support for examiner workgroup networking with their federal examiners at field locations.
Encryption Support	Provide supplemental support for full HD encryption on examiner laptops. Deploy and administer flash drive encryption. Assist the agency in secure management and storage of electronic exam work papers.
Miscellaneous Agency Software Support	Purchase and support various small commercial software products used by DFI. (i.e. WinZIP, Utah Law, Street & Trips, etc.)
Software Licenses Support	Provide software acquisition, licensing, and maintenance support for software products used by DFI.

Features Not Included

Feature	Explanation
Hardware and Software Costs	Although IT purchases are made by the DFI IT Director and facilitated through DTS, DFI has the responsibility to pay the hardware and software costs through direct charged back.

Rates and Billing

There are no specific rates or billings associated with this product. This product and related service offering are currently being provided by the IT Director assigned to DFI. If additional resources beyond the current IT Director support are needed and approved to administer these supplemental IT support services, DFI will be billed at the approved DTS rate. If any of these product and services offerings can be effectively and efficiently administered by or added into in an existing enterprise product, DFI will billed in accordance with the appropriate product enterprise rate.

Network Support	Monitoring, troubleshooting and support to ensure uptime and sufficient performance throughout DFI networks.	Refer to DTS Rate for Network Services.
Security	Enterprise Information Security encompasses the provisioning and management of information security services and solutions to all Executive Branch agencies.	Refer to DTS Rate for Enterprise Security.
Enterprise Hosting Services	Enterprise Hosting Services is the management of servers, storage, backup and restore for executive branch agencies within the State. It includes installation, deployment, maintenance and support of the operating system (OS), web server and application server software.	Refer to DTS Rate for Enterprise Hosting Services.
Desktop Support	Physical replacement and maintenance of Desktops. This includes peripherals (printer, scanner, slip printer, cash drawer). Actual purchases made by DFI.	Refer to DTS Rate for Desktop Support / Service Desk.
Application	The application will be supported during normal business	See DTS Approved

Support	hours. Should the agency CEO request 24x7 emergency support for a period of time the extra hours will be billable at the DTS application maintenance rate.	Rate

Ordering and Provisioning

Contact the agency IT Director for agency IT supplemental support. All pertinent service requests and problems will be documented and tracked in a DTS enterprise application known as Service Now.

DTS Responsibilities

1. Understand agency business and operational environment.
2. Identify technical requirements and ensure resources are available and cost effective.
3. Select the technologies used for agency IT support and the best method for applying those technologies to meet the agency's needs and budget.
4. Coordinate any contracts, agreements, purchases and other efforts associated with agency supplemental IT support.
5. Perform first round testing to ensure products are functioning correctly and related IT support is meeting agency needs.
6. Assist in resolving any problems that impact day-to-day operations associated with these supplemental IT products and services.
7. Provide input, when appropriate, to business users on system technical needs for upgrades, performance improvements, and new IT products and services offerings.
8. Implement changes and add enhancements approved and prioritized by the agency.
9. Provide training on agency IT product use and feature functionality.
10. Work with the agency to help ensure licensing compliance on software required by the applications.

Agency Responsibilities

1. Provide business requirements and process input for supplemental IT products and services.
2. Pay costs associated with hardware and software.
3. Responsible for business user testing activities of agency supplemental IT products and services.
4. Keep the IT Director informed on agency business issues that may affect the agency's use and future delivery of supplemental IT products and services.
5. Ensure licensing compliance on software required by the applications.

DTS Service Levels and Metrics

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page at http://dts.utah.gov/metrics/index.php.

Metric Description	Target
Not Applicable	Not Applicable

Times exclude those tickets in a "Pending" status waiting a known bug fix.

Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the timelines set below based upon critical, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: http://dts.utah.gov/metrics/index.php.

Total Time to Resolution	Target – % of Tickets Meeting Priority Timelines
Low priority – 6 Business hours	90%
Medium priority – 3 Business hours	90%
High priority – 3 Clock hours	90%
Critical priority – 3 Clock hours	90%

Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon critical, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: http://dts.utah.gov/metrics/index.php.

Time to Initial Response	Target – % of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at http://dts.utah.gov/metrics/index.php.

Metric Description	Target
First Contact Resolution	65% of all incidents reported resolved on initial contact

Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at http://dts.utah.gov/metrics/index.php.

Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% satisfied